



Second Quarter Performance Report

Providing Highway Safety and Security through Excellence in Service, Education, and Enforcement

Fiscal Year 2015–2016

FEBRUARY, 2016

News

LEADERS IN SERVICE

DHSMV offers two new specialty license plates:

- The Fallen Law Enforcement Officers and the Florida Sheriffs Association license plates are now available for sale at tax collector offices statewide. Fallen Law Enforcement Officers specialty plate fees are distributed through Police and Kids Foundation, Inc. Florida Sheriffs Association specialty plate fees are distributed through Florida Sheriffs Association.

Veterans join the ranks at DHSMV:

- DHSMV hired 24 veterans this quarter. These veterans were hired as regional duty officers, systems programmer II & III, telecommunications specialist II & III, administrative secretary, senior clerk, a driver license examiner and FHP troopers.
- Eight DHSMV veterans received the Governor's Veterans Service Award.
- The department participated in the "Greenlight a Vet" program, installing green lightbulbs in the front of DHSMV headquarters.

FLOW (Florida Licensing On Wheels) events across the state:

- FLOW mobiles continued to go across the state in support of Florida's inmate re-entry program, reaching out to homeless populations, senior and minority communities and other outreach facilities to issue driver licenses, ID cards, registrations and handle other credentialing inquiries. Of note, FLOW participated in a reinstatement event sponsored by Representative Kionne L. McGhee, Representative Cynthia A. Stafford and the 11th Judicial Courts; partnered with the office of Commissioner Francis Suarez (District 4) to visit senior condominium communities in Miami-Dade; attended a planning meeting for Operation Fresh Start, a joint effort between the Palm Beach County's Clerk of Courts, Sheriff's Office, Florida State Attorneys and Division of Motorist Services to address the public safety concern presented by residents in Palm Beach County who do not possess valid driver licenses; and participated in a coordinated event at the Miami Field Office with the Department of Homeland Security Citizenship and Immigration Services field offices.

Motor vehicle records system issues:

- The DHSMV pulled the motor vehicle system down in early October 2015 to troubleshoot some transactions that did not fully process after two legislative changes went into effect on October 1. The two changes were related to signing up for the Emergency Contact Information System and signing up to receive information about state and federal veteran benefits, both while doing a vehicle registration transaction. The department worked with our stakeholders, and issues were resolved quickly. Additional internal controls were put in place to prevent future issues.

Department provides uniform traffic citation training:

- DHSMV members facilitated a uniform traffic citation procedures presentation with the Department of Veterans Affairs Police Services Bay Pines in Pinellas County.

Real ID compliance:

- As of December 31, 2015, 74.21 percent of all driver licenses and identification cards issued are Real ID compliant.

Department trains Miami-Dade Public Defender's Office on reading a driver record:

- The department presented "How to Read a Driver Record" training to the Miami-Dade Public Defender's Office in Miami on Friday, October 23. Topics included customers with multiple driver records, cancellations of driver licenses to obtain an identification card, notices sent to customers, self-authenticating driver records and connectors on the record linking revocations and suspensions.

DHSMV participates in Florida Independent Automobile Dealer Association's 75th annual convention:

- DHSMV staff attended the Florida Independent Automobile Dealer Association's (FIADA) 75th Annual Convention and presented information on avoiding the most common dealer violations.

Department participates in Florida Trucking Association educational event:

- DHSMV presented an overview of commercial vehicle and driver services assistance offered by the department at the 2015 Florida Trucking Association (FTA) Fall Roundup and Educational Institute in Daytona Beach.

AGENTS OF PROGRESS

DHSMV makes a change in financial responsibility sanction:

- On December 14, 2015, the department implemented new procedures regarding financial responsibility registration sanctions for customers whose proof of insurance provided at the time of registration is not verified or is denied by the insurance company. The new procedures extend the amount of time given to the customer to show insurance compliance before their driver license, tag and registration are suspended from five days to 20 days. The notice will allow the customer additional time to contest the denial of coverage, obtain insurance coverage, surrender the tag or provide proof of non-ownership.

Florida Highway Patrol promoted three new majors:

- Colonel Gene Spaulding held promotional ceremonies to promote three well deserving Captains to the rank of Major: Majors John Gourley, Brannon Snead and Jeff Dixon. Major Gourley will lead field operations for Troop C in the Tampa area. Major Snead will lead FHP's Bureau of Criminal Investigations and Intelligence. Major Dixon will head up FHP's commercial vehicle enforcement operations as Troop I commander.

FHP graduates 12 new auxiliary members:

- The FHP welcomed 12 members to FHP Auxiliary. The new auxiliary troopers have successfully completed a rigorous testing, background investigation and a new remote learning program. Presently consisting of about 250 men and women, the FHP Auxiliary is an armed, professionally trained, volunteer law enforcement organization dedicated to providing direct assistance and operational support to the FHP and the citizens of Florida.

DHSMV attends International Forum on Traffic Record and Highway Information Systems:

- Staff attended the 41st International Forum on Traffic Records and Highway Information Systems. The forum centered on traffic safety information systems and the impact of advanced vehicle technologies, including panel discussions on autonomous driving as well as technical breakout sessions regarding crash, EMS and injury surveillance, and the sharing of driver, vehicle, citations and roadway data. DHSMV presented the Florida Integrated Reporting Exchange System (FIRES) as part of the data quality and sharing session.

New regional communications center opens:

- FHP partnered with FDOT and the North Florida Transportation Planning Organization to open the state-of-the-art facility with the latest technology for monitoring and responding to incidents on Florida roadways for a coordinated effort to keep Florida safe.

DHSMV hosts Florida Department of Veterans Affairs Executive Director:

- Florida Department of Veterans Affairs Executive Director Colonel Mike Prendergast attended a lunch and learn event at the department to provide an overview of the Department of Veterans Affairs and answer questions for DHSMV veterans.

Customers receives driver licenses with incorrect addresses:

- As a result of a synchronization error between the department's driver license and motor vehicle registration database on October 8-9, 1,402 customers who updated their address online received the new license printed with the old address. The department issued and mailed replacement licenses for the affected customers one business day after receiving notification of the issue. Additional quality controls have been put in place to prevent the issue from happening again.

Motorist Services participates in Florida Department of Law Enforcement workshop:

- DHSMV staff presented at the Florida Department of Law Enforcement Regional Working Group to approximately 40 representatives from 25 area law enforcement agencies. The presentation included Driver and Vehicle Information Database (DAVID) audits, common compliance issues and how to effectively monitor for misuse.

Motorist Services participates in Miami-Dade traffic workshop:

- DHSMV staff participated in the Miami-Dade traffic workshop to discuss driver history issues, future enhancements of the Comprehensive Court Information System (CCIS), D-6 suspension issuances and commercial driver license/commercial motor vehicle program changes.

CHAMPIONS FOR SAFETY

FHP Troopers injured :

- Trooper Mac Mickens (Troop K – Palm Beach) was struck by a passing vehicle who failed to move over on Florida's Turnpike as he walked back to his patrol car during a traffic stop. He sustained serious injuries and is in recovery.
- Trooper Joshua Davenport (Troop C – Brooksville) fell and hit his head during a struggle with a violator during a traffic stop. He has recovered and is back at work.
- Troopers Wesley Kelley and Chris Nottingham (Troop C – Brooksville) helped a motorist try to extinguish a burning car on I-75. As they tried to move to a safe location, the fire increased and Trooper Kelly and Trooper Nottingham attempted to stop northbound traffic. As Kelly was stopping traffic, he inhaled some smoke. Trooper Kelly was transported to the hospital for smoke inhalation, but has since recovered and is back at work.

Trooper of the Year honored by Cabinet:

- The Florida Cabinet honored Trooper Bradford Wagner as the Florida Highway Patrol (FHP) 2015 Trooper of the Year. Trooper Wagner is assigned to FHP Troop K in Land O'Lakes. He has been with the Patrol for more than 25 years. On two separate occasions in 2014, Trooper Wagner's instincts and training saved lives. The Trooper of the Year award was created in 1965 by the Florida Petroleum Council to recognize FHP Troopers for the work they do each day to ensure a Safer Florida.

Corporal Jim Covert saves a life:

- On September 29th, FHP Corporal Jim Covert was traveling northbound on the Sunshine Skyway Bridge when he observed a subject attempting to commit suicide by jumping from the bridge. Corporal Covert acted quickly and was able to save the person's life by preventing them from jumping.

FHP teamwork saves a Life:

- FHP Trooper Christopher Rowley and Trooper Daniel Cruz rescued a man from a burning car after a crash on I-75 left the driver unresponsive. Trooper Cruz put the fire out while Trooper Rowley broke the car window and pulled the driver to safety. The man was transported to the hospital and has several pending criminal charges for DUI and driving a stolen vehicle.

DHSMV participates in the 2015 White Cane Safety Day Awareness event:

- FHP Chief of Public Affairs spoke at the White Cane Day event at the Old Florida Capitol, discussing the importance of the education, awareness, partnerships and training as they relate to the safety of the visually impaired.

DHSMV promotes teen driving safety:

- DHSMV marked its annual Delete Teen Crashes day with events throughout the state to remind teens to keep their hands on the wheel, eyes on the road and mind on driving. In 2014, there were more than 38,000 crashes involving teenagers in Florida. These crashes resulted in more than 9,945 injuries and, tragically, 71 deaths of young adults who had their lives ahead of them.

FHP participates in "Operation Safe Driver":

- The FHP partnered with the Commercial Vehicle Safety Alliance (CVSA) to highlight "Operation Safe Driver." The campaign is designed to increase awareness among motorists of safe driving behaviors around large trucks.

FHP looks for dangerous driving behavior:

- FHP's commercial vehicle enforcement troopers began another phase of Ticketing Aggressive Cars and Trucks (TACT), a safety campaign aimed at educating motorists about the dangers of aggressive driving around large trucks. During the campaign, troopers look for car and truck drivers who display aggressive driving behavior such as following too closely, speeding and unsafe lane changes.

DHSMV promotes Halloween safety:

- On Saturday October 31, the FHP reminded motorists and pedestrians to use extreme caution and safely share the road during the Halloween weekend while trick-or-treaters were out haunting Florida neighborhoods.

FHP participates in “Drive Sober or Get Pulled Over” campaign:

- FHP and other Florida law enforcement agencies participated in the national “Drive Sober or Get Pulled Over” enforcement campaign.

Driver Education Licensing Assistance Program (DELAP) for Class E license:

- DELAP Automated Driver License Testing System (ADLTS), integration information and instructional correspondence has been received by all high school administrators. DHSMV field staff trainers are continuing to follow up with the school district administrators to plan and schedule assistance with the ADLTS software installation process in their respective districts.

FHP participates in the 2015 First Responder’s Olympics:

- Florida Highway Patrol Troopers from across the state teamed-up to form the FHP Soccer Team which participated in the 2015 First Responder’s Olympics. There were 12 teams from all over the state that participated in the games. The FHP Soccer Team placed 3rd overall.



Department members provide Safety Data Improvement Program (SaDIP) presentation:

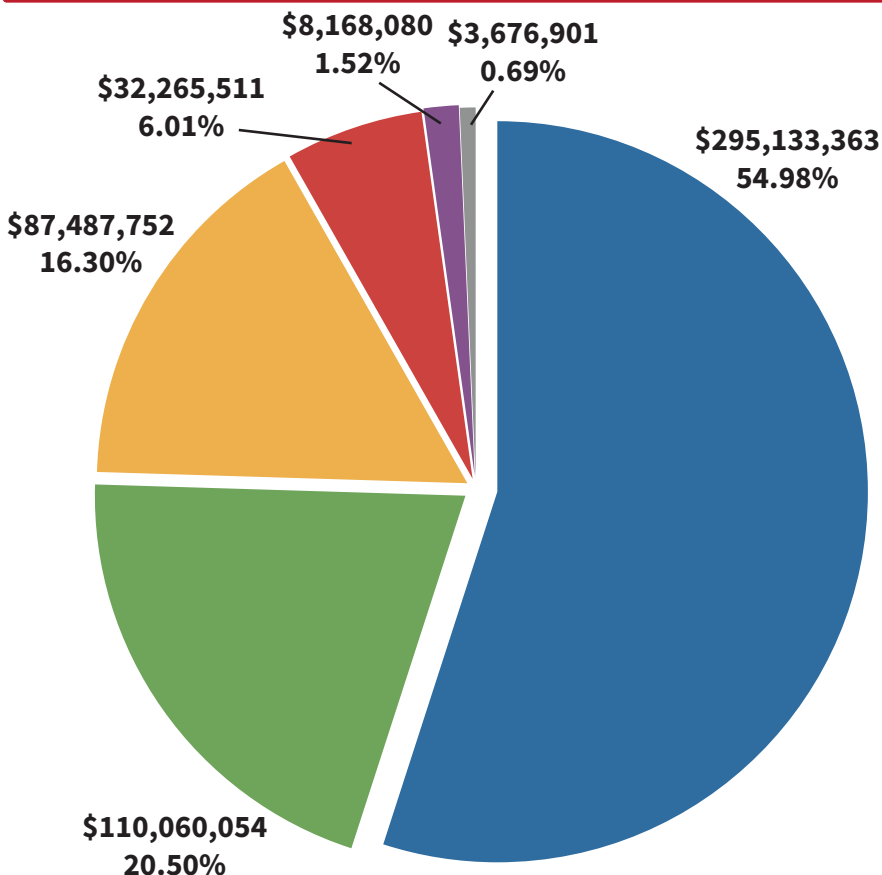
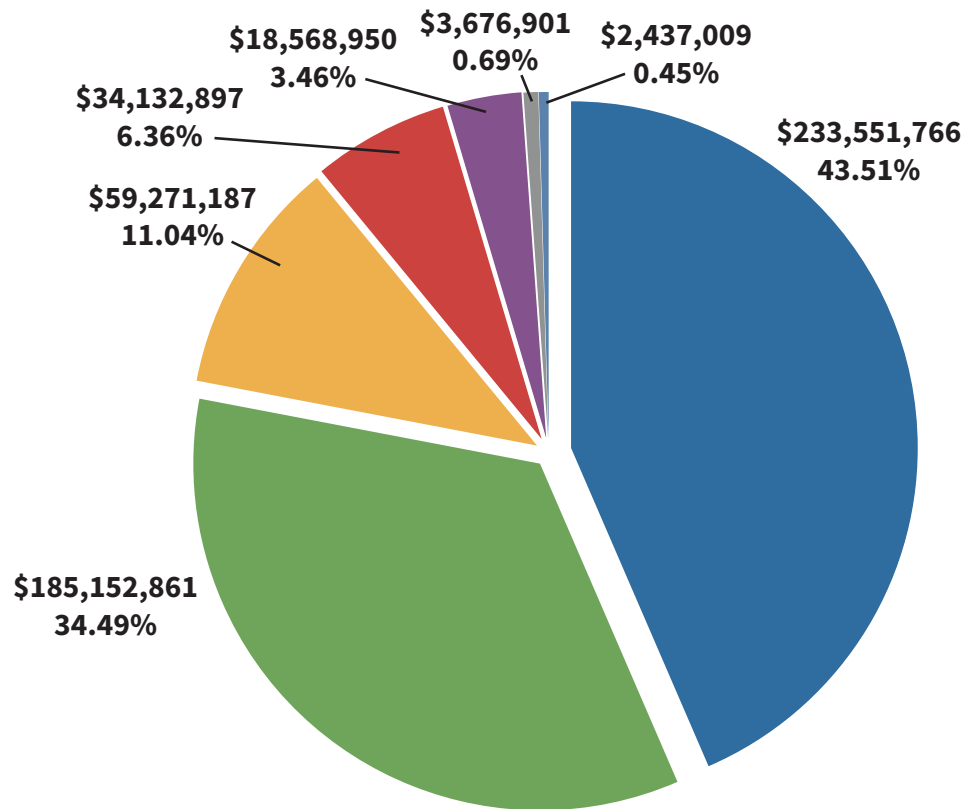
- DHSMV conducted the final SaDIP presentation on commercial motor vehicle crash reporting from a grant by the Federal Motor Carrier Safety Administration (FMCSA). The training assists the department and FMCSA in tracking the number and severity of large truck, bus and crashes involving hazardous materials in the state of Florida; improving the data transfer process, collection and storage of crash data; and increasing electronic submission of crash reports.

Revenue Information

<i>2nd Quarter</i>	<i>Trust Funds</i>	<i>General Revenue</i>	<i>Total</i>
	\$449,303,909	\$87,487,752	\$536,791,661

Where The Money Comes From

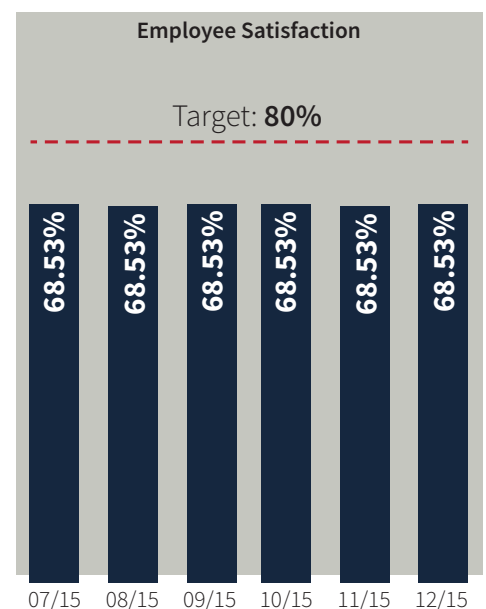
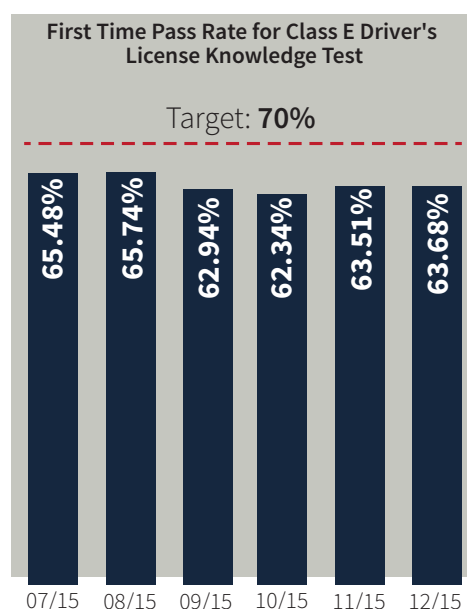
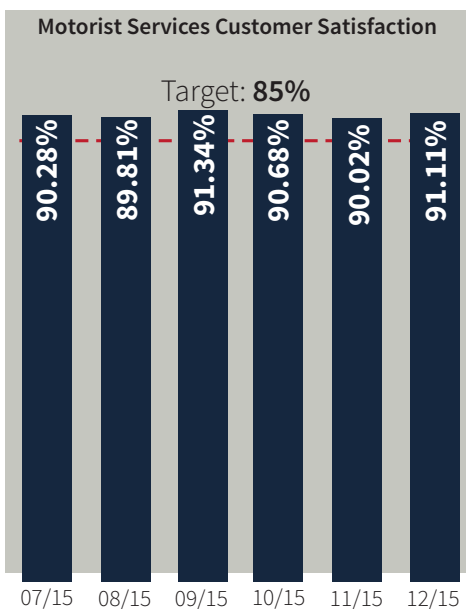
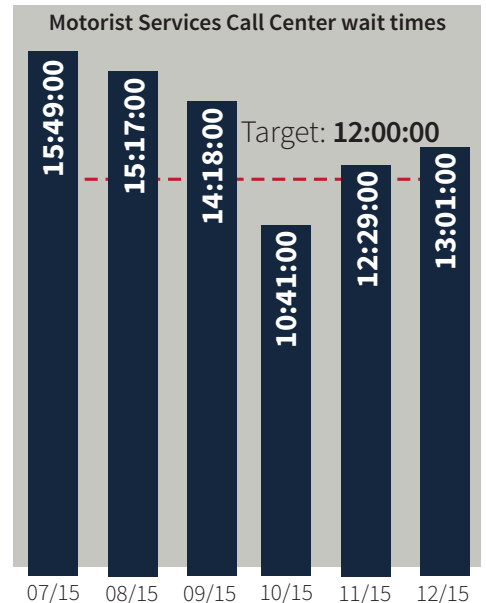
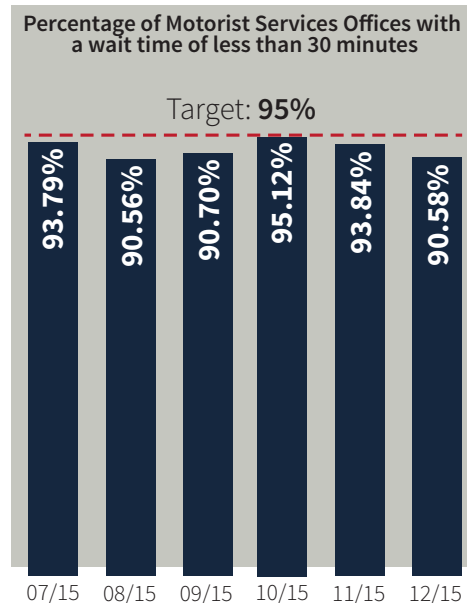
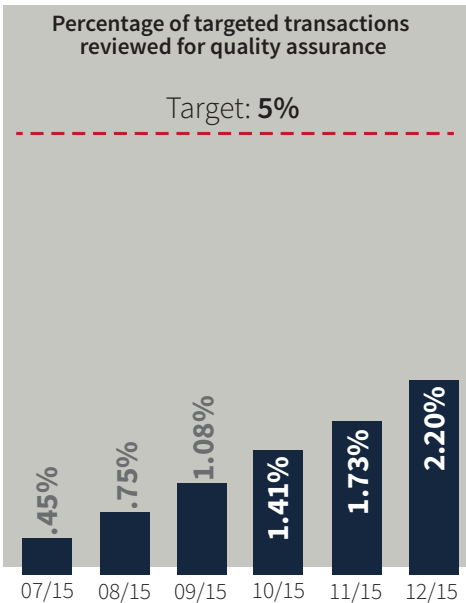
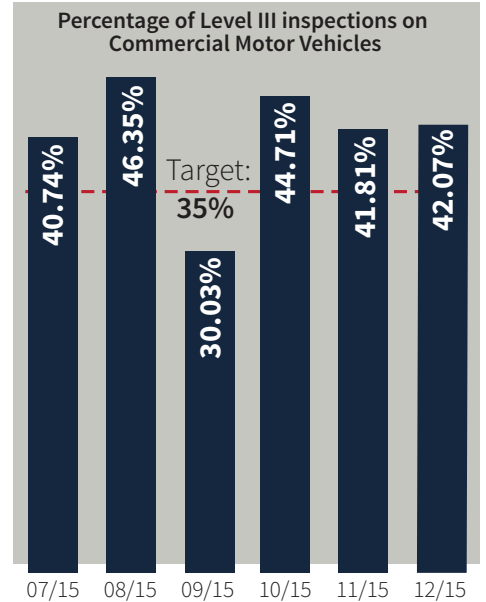
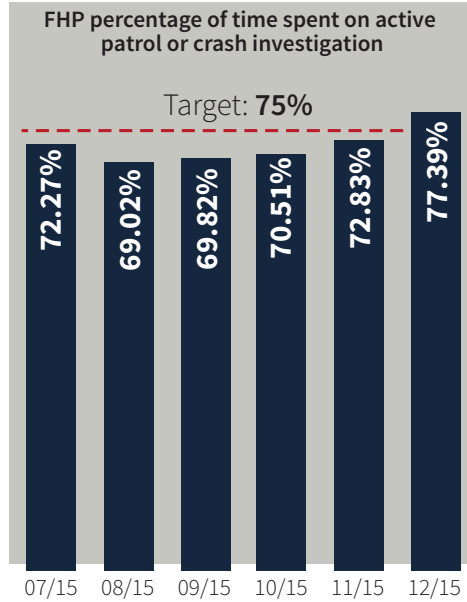
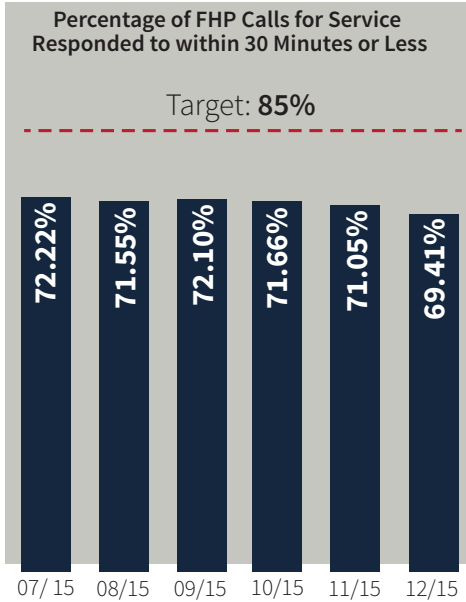
- Licenses Plates and Decals
- Motor Vehicles Titles
- Other
- Driver Licenses
- Driving Records/Transcript
- Motor Fuel Use Tax
- Fines and Forfeitures



Where The Money Goes

- Dept of Transportation
- HSMV Agency Funding
- General Revenue Funded Programs
- Other
- Specialty Plate Organizations
- Motor Fuel Use Tax

Performance Measures



Purchases

Purchases Made In Excess Of \$100,000 And Not In Conjunction With State Contracts October through December 2015

Month	Vendor	Description	Procurement Method	*Term	**Total Contract Price	Purchase Order/ Contract Number
Aug. 2015†	Morphotrust	Equipment purchase for cameras, scanners and signature pads in support of the department's Capture software. The software is used for capturing documents when a customer is applying for a driver license or ID card.	RFP 030-15	4 years 4 optional renewal years	\$5,527,101.80	HSMV-0778-15
Oct. 2015	Enforcement Electronic Services	Speedometer, Radar, Laser Calibration Certification and Radar Repair	ITB 005-16	3 years with 3 optional renewal years	\$1,950,000.00	Multiple
	American Association of Motor Vehicle Administrators	Verification of Lawful Status	Single Source PR8955322	1 year	\$171,727.20	AD9282
	American Association of Motor Vehicle Administrators	National Motor Vehicle Title Information System	Single Source PR8931784	1 year	\$229,205.00	PO956611
Nov. 2015	Colonial Press	Printing of Florida Class E Driver License Handbook	ITB 008-16	5 years with 5 optional renewal yrs	\$830,000.00	HSMV-0311-16
Dec. 2015	The Winvale Group	The Daptiv Project Portfolio Management (PPM) solution is a performance tracking tool that allows DHSMV to better allocate resources in order to efficiently manage the Department's Information Services Administration (ISA) projects	Single Source PR9070900	3 years	\$187,441.20	ADE23E
	FLIR Detection, Inc.	IdentiFinder-2, Gamma Neutron Radiological Isotope Identification Device	ITB 011-16	2 years with 3 optional renewal years	***\$104,349.00	AE250C

*Does not include optional renewal periods.

**Does not include optional renewal year costs.

***Original cost - \$124,075 (Units Only), minus Trade In Credit - \$29,246 (7 Units Only), plus 1- Year Warranty - \$9,520, equal Grand Total - \$104,349

† Purchased in August 2015